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ABSTRACT

In fall 1995, William Rainey Harper College in Illinois conducted a study of former students in the Materials/Logistics Management (MLM) program to determine their evaluation of their educational experiences in the program. The sample consisted of 298 former MLM students from 1990 to 1995, including 119 students who had earned 48 credit hours but did not graduate, 145 who had earned a certificate, and 34 who had earned an associate degree. Study findings, based on responses from 96 former students, included the following: (1) the most commonly cited achievement for the non-graduating students was that they had prepared themselves for a job, while certificate students most often cited their certification and degree students a promotion in their job; (2) with respect to the most effective instructional method, the highest rated method was class discussion, followed by lectures and case studies; (3) the most effective method of attracting students to the program was recommendation by colleagues and supervisors, followed by general college literature, college brochures mailed to students' homes, and the class schedule mailed to their homes; and (4) student comments on the program varied from the perception that it was too easy, that outreach was not effective enough, and that the program was not on the cutting edge. The survey instrument is appended. (BCY)

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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FOLLOW-UP STUDY OF FORMER MATERIALS/LOGISTICS MANAGEMENT STUDENTS AT HARPER COLLEGE 1990-1995

Dr. John A. Lucas, Director
Office of Planning and Research

Eugene L. Magad, Professor/Coordinator
Material/Logistics Management Program

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ABSTRACT

The purpose of this study was to follow up former students in Materials/ Logistics Management to determine how they evaluated their educational experiences in the program. An evaluative survey instrument was developed and mailed to three sub-groups of Materials/Logistics students – students with 48 hours or more of earned credit but who did not graduate, certificate graduates and associate degree graduates. A return rate of 32 percent was obtained.

Results of the study showed that the most important achievement the Materials/Logistics Program provides its students is preparation for a future job, certification and help with promotion. A large number of additional courses were suggested for future offerings. Classroom discussion was rated as the most effective means of instruction and Materials Requirements Planning (MRP) was rated as the most beneficial course. Finally, a number of insightful general evaluative comments were offered by these former students.

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Purpose

The purpose of this study was to follow-up former students in the Materials/Logistics Management Program to determine how they evaluated their educational experiences in the program. This study is a part of the Program Review process. The survey was requested by the Coordinator of the Materials/Logistics Management Program, Eugene Magad.

Methodology and Population Surveyed

The survey instrument covering the various aspects of the program desiring to be evaluated is shown in the Appendix. It was designed jointly by the Office of Planning and Research and the Coordinator of the Materials/Logistics Management Program.

The population surveyed was drawn from a base of students who had been enrolled at Harper College at some time between 1990 and 1995 and had a Material/Logistics Management major. From this population three sub-populations were drawn and these then became the actual population surveyed. The first sub-group earned at least 48 credit hours at Harper but had not earned a certificate or degree. The second sub-group earned a certificate and the third group earned an associate degree. The survey instrument was mailed to the targeted population two times at a three-week interval. After these two mailings the following response rates were obtained:

Response Rates

Sub-Groups	Population	Completed Responses Returned	Percent Response Rate
◆ 48 Credit Hours Earned but did not graduate	119	28	23.5
◆ Certificate graduate	145	49	33.8
◆ Associate Degree graduate	34	19	55.9
All Three Groups	298	96	32.2

Major Conclusions

The most important achievement the Materials/Logistics Program provides its students is preparation for a future job, certification and help with promotion. A large number of additional courses were suggested for future offerings. Classroom discussion was rated as the most effective means of instruction and Materials Requirement Planning (MRP) was rated as the most beneficial course. Finally, a number of insightful general evaluative comments were offered by these former students.

Discussion of Results

The most important achievement attained at Harper was different for each of the three sub-groups. For those who earned at least 48 credit hours but did not graduate, it was that they had prepared themselves for a future job (40%). For those who had earned a certificate, their most important achievement was that they were now certified (40%). The most important achievement for those earning an associate degree was that they had received a promotion (39%).

When asked what courses were not offered by the program, but if they had been offered, would be helpful now, a wide variety of suggestions were offered. Those who did not graduate suggested 10 different courses. Those with a certificate made 21 different suggestions and those earning an associate degree listed 11 different courses.

When considering strategies that were most effective in attracting students to the Materials/Logistics Management Program, four emerged as the front runners. Recommendations by colleagues and supervisors at place of employment was most effective followed by general college literature, program brochures mailed to their homes and the semester schedule also mailed to their homes.

Discussion of Results - continued

One of the items dealt with the most effective means of instruction in Material/Logistics courses. The teaching strategy rated most effective by far was class discussion. This was followed by lecture and then case studies. Field trips, textbooks and audio-visual were each only cited once.

The course rated as most beneficial was (226) Material Requirements Planning - MRP. This was followed by (259) Advanced Purchasing, (122) Inventory Control and (120) Production Control Concepts. The course rated least beneficial was (124) Material Handling and Packaging. Ninety percent said they would recommend the program to others.

Thirteen students offered general comments on the program and they varied. Some said the program was too easy and others said it should be linked closer to APICS. Still another said the outreach program was not strong enough while another said it was not keeping up with the cutting edge of the field.

Most Important Achievement of MAT Education	Took 3 or More Courses		AAS MAT		Certificate MAT	
	N	PCT	N	PCT	N	PCT
- Prepared for future job	12	40.0	4.75	29.7	8	20.0
- Achieved certification	2	6.7	1.75	10.9	16	40.0
- Received a promotion	4	13.3	6.25	39.1	9	22.5
- Attained present position	6	20.0	2.15	14.1	3	7.5
- Received educational background which helped with present position	3	10.0	1.0	6.2	4	10.0
- Nothing yet	2	6.7	0	0	0	0
- Personal enrichment	1	3.3	0	0	0	0

Courses Not Offered by MAT, That if They Had Been Offered Would Have Been Helpful Now

Took Three or More Courses

- In-depth MPS course
- Total quality improvement
- Basic metals course
- Export documentation
- More in operations analysis
- No additional courses needed
- Systems and technology
- The whole degree
- Traffic and transportation
- SPC
- Distribution Management
- Warehouse distribution including layout and mgmt.

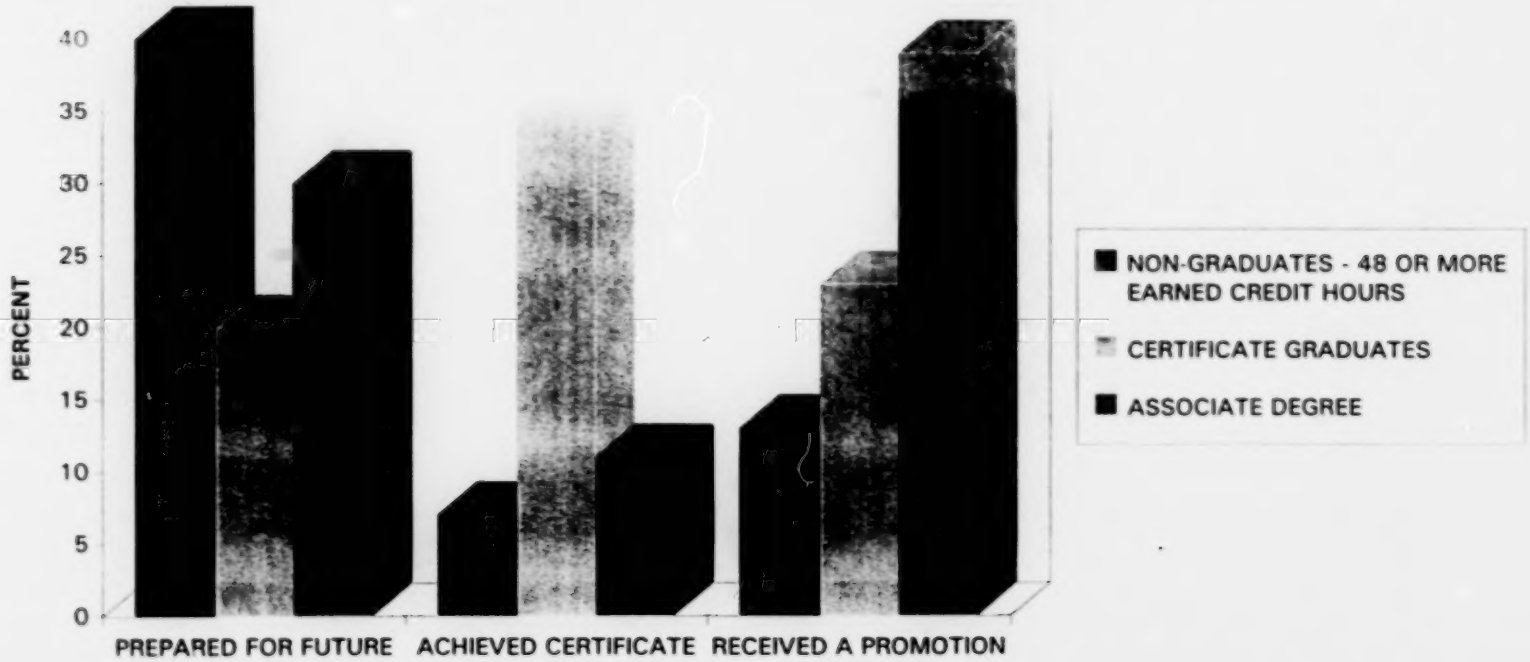
AAS in MAT

- Communications
- Problem solving
- Not sure - 2
- MRP software
- Logistics
- Motivation people
- APICS certification
- JIT
- Industry classes, process repetitive, etc.
- Teamwork
- Bachelors degree - 2
- International Shipping
- Forecasting, DRP

Certificate in MAT

- Negotiating - 3
- Value analysis
- PC training - 2
- Advanced traffic
- MAT software packages
- Manufacturing simulation course
- APICS Program
- International MAT
- JIT
- Too many courses canceled - 2
- Process control
- EPI
- Bar code technology and application
- Purchasing from a distribution perspective
- New strategies and processes for purchasing, supply management, legal distribution, etc.
- Operations management/distribution environment
- Course emphasizing interface between MAT and other departments in company
- Different inventory class with less algebra emphasis
- Industrial Management
- More courses in general
- Sub-contract management
- Cost reduction methods
- Practical problems in logistics

MOST IMPORTANT ACHIEVEMENT IN MATERIALS/LOGISTICS MANAGEMENT



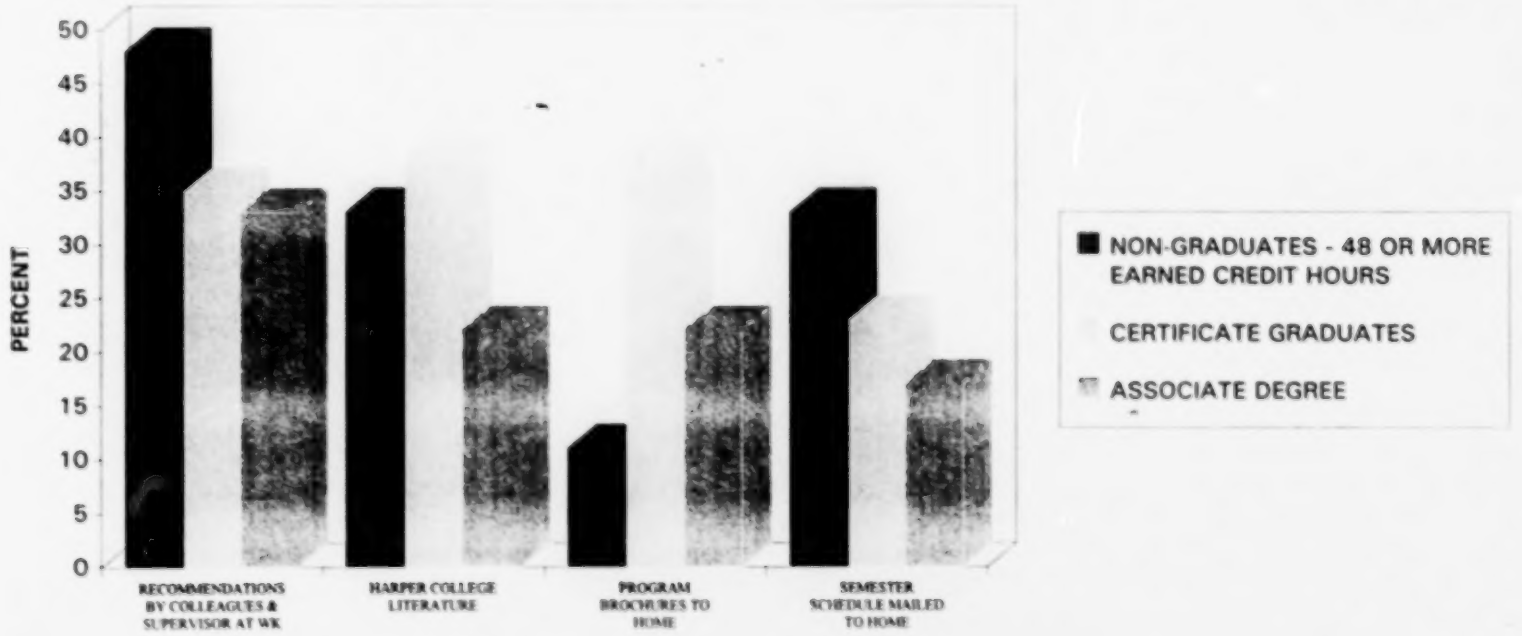
What Attracted Student to Materials
Logistics Management Program at Harper

	Took 3 or more MAT courses		AAS Mat		Certificate MAT	
	N	PCT/27	N	PCT/18	N	PCT/48
- Recommendations by colleagues, supervisor at work	13	48.1	6	33.3	17	35.4
- Harper College literature	9	33.3	4	22.2	18	37.5
- Materials/Logistics mgmt. brochure mailed to home	3	11.1	4	22.2	18	37.5
- Semester schedule newsprint mailed to home	9	33.3	3	16.7	11	22.9
- Educational goal	0	0	0	0	4	8.3
- Close relationship to work	0	0	2	11.1	2	4.2
- ECC recommendation	0	0	1	5.6	2	4.2
- Convenient	2	7.4	1	5.6	0	0
- Eugene Magad	1	3.7	1	5.6	1	2.1
- Seminar promoted program	0	0	1	5.6	1	2.1
- Advertising in professional society publication	0	0	2	11.1	0	0
- Literature at work	0	0	1	5.6	0	0
- Low cost	1	3.7	0	0	0	0
- Work site instruction	1	3.7	0	0	0	0
- Harper reputation	1	3.7	0	0	0	0
- Current professional goal	1	3.7	0	0	0	0

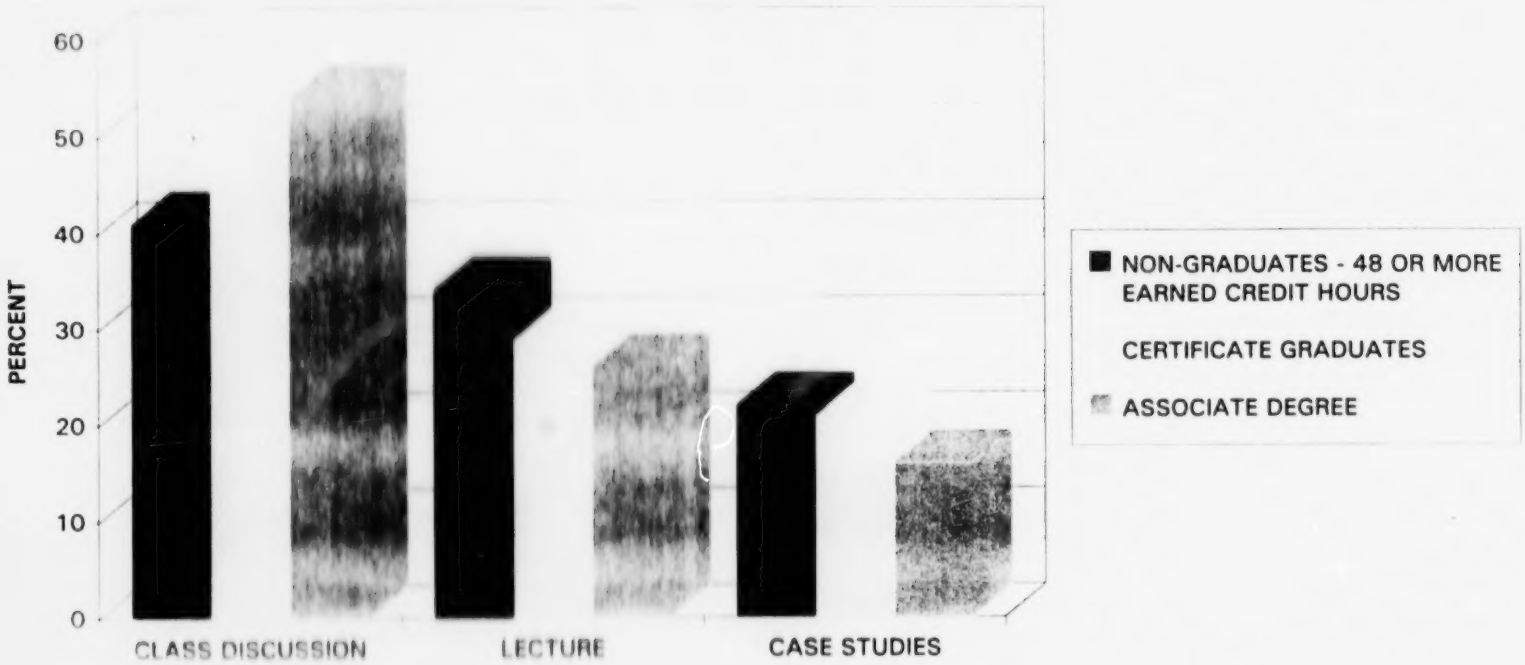
Most Effective Means of Instruction in
Materials/Logistics Management
Classes at Harper College

	Took 3 or more MAT courses		AAS Mat		Certificate MAT	
	N	PCT	N	PCT	N	PCT
- Class discussion	13	40.6	7	50.0	20.5	54.0
- Lecture	11	34.4	4	28.6	10	26.3
- Case studies	7	21.9	3	21.4	6	15.8
- Field trips	1	3.1	0	0	0	0
- Textbook	0	0	0	0	1	2.6
- Videos, films, etc.	0	0	0	0	.5	1.3
Total	32	100.0	14	100.0	38	100.0

STRATEGIES THAT MOST ATTRACTED STUDENTS TO MATERIALS/LOGISTICS MANAGEMENT PROGRAM



MOST EFFECTIVE INSTRUCTIONAL METHODS



Comparisons as to How Beneficial Materials/Logistics Management Courses were at Harper College

Course	Took 3 or More MAT Courses N	Ave.Index*	AAS MAT N	Ave.Index*	Certificate MAT N	Ave.Index*	All Three Groups N	Ave.Index*
MAT/226 - Mat'l Requirements Plng. (MRP)	8	1.50	16	1.56	25	1.52	49	1.53
MAT/257 - Advanced Purchasing	4	1.50	15	1.40	27	1.70	46	1.58
MAT/122 - Inventory Control	16	1.62	17	1.41	45	1.73	78	1.64
MAT/120 - Production Control Concepts	12	1.42	17	1.59	39	1.77	68	1.66
MAT/101 - Fundamentals Materials/ Logistic Management	26	1.62	17	1.82	47	1.70	90	1.70
MAT/125 - Purchasing	14	1.79	16	1.62	47	1.74	77	1.72
MAT/227 - Just-in-Time (JIT)	7	1.86	10	1.60	19	1.95	36	1.84
MAT/121 - Principles of Physical Distribution	10	1.80	14	2.14	33	2.03	57	2.02
MAT/123 - Traffic and Transportation	8	2.00	14	2.21	34	2.03	56	2.07
MAT/230 - Intern'l. Mat'l/Logistics Mngmt.	2	2.00	7	2.14	8	2.12	17	2 11
MAT/124 - Material Handling and Packaging	3	2.00	10	2.20	14	2.71	27	2.44

* Beneficial Index:
1 ≡ Very beneficial
2 ≡ Beneficial
3 ≡ Somewhat beneficial
4 ≡ Not beneficial

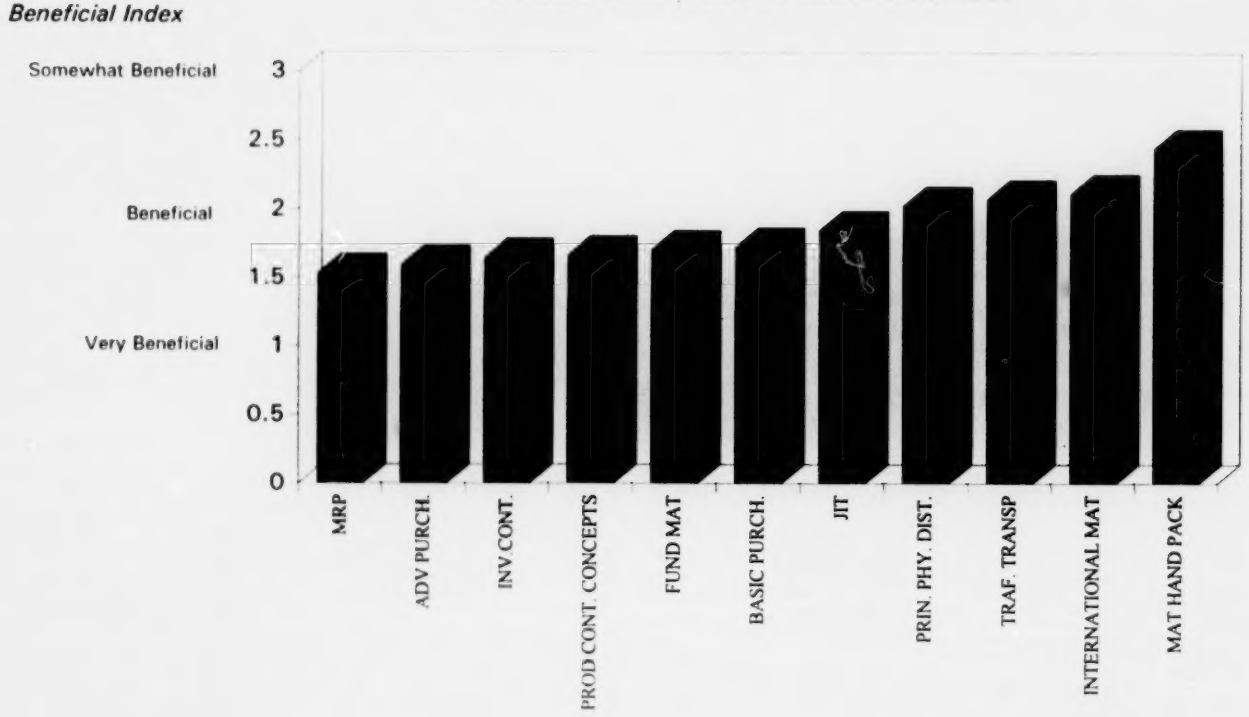
Would They Recommend the Program to Colleagues at Place of Business

	Took 3 or More MAT Courses N	PCT	AAS MAT N	PCT	Certificate MAT N	PCT	All Three Groups N	PCT
-- Yes	23	85.2	15	88.2	44	93.6	82	90.1
-- Not sure	2	7.4	0	0	2	4.3	4	4.4
-- No	2	7.4	2	11.8	1	2.1	5	5.5
Total	27	100.0	17	100.0	47	100.0	91	100.0

Reasons for Not Recommending Program

	Took 3 or More MAT Courses	AAS MAT	Certificate MAT	All Three Groups
- Does not apply to distribution or customer service - just to manufacturing	1	2	0	3
- Too many unnecessary requirements	1	0	0	1
- Need distance learning alternatives	1	0	0	1
- Cannot get any one at Harper to send schedule on continuous basis so can enroll	0	0	1	1

BENEFICIAL RATING OF MAT COURSES



General Comments by Those with 3 or More Courses in MAT

- I have not seen what develops from my studies yet.
- Way too basic for experienced people.
- I did not receive my certification due to the fact that I moved two blocks out of the area and my company would not pay the increase in cost.
- I thought there was a lot of the same thing being taught throughout the classes. I also think the classes were somewhat too easy. Was that to make Harper look good? Maybe, but I learned a lot from it. I also think that MAT should come up with a degree-type program. If there is, I was never informed of it. Please do not cancel MAT. I may be a little critical, but it is still a very good course. Thank you.

General Comments by Those Earning AAS in MAT

- I feel that the program and textbooks should be more in line with the APICS body of knowledge and that the classes should be geared more towards APICS certification. The program at DePaul was more focused in that direction and seemed more beneficial.
- MAT - not available at time I attended Harper.
- I have continued on in purchasing, obtaining my CPM and now working on an MA in Logistics and Purchasing at DePaul. I belonged to NAPM and ten years. As a Purchasing Professional and alumnus of Harper, it always seemed to me that Harper's outreach was not as strong as could be. While in NAPM, I felt that Harper and NAPM should enter into some joint projects. Harper's program is outstanding. I believe it is even more comprehensive than the DePaul CPE program, but it is not as well known. You need more public relations work. I would, and have, recommended the program to others.

General Comments by Those Earning Certificate in MAT

- Program was very good; however, my career in contract management has not utilized the materials covered in most courses.
- Class discussion - the diversity of student's experiences.
- Theory works in the perfect world. Life experiences helps individuals understand the problems that theory does not cover.
- One thing I have heard from other people is that it is a negative that Harper's MAT/MGMT Program started at the forefront of MAT/MGM when it was first introduced, but has since stagnated. Being on the cutting edge of any product is the difference between mediocre sales and great sales volumes. It is my belief that more courses and an infusion of extensive library materials on MAT/MGMT subjects could bring your program back to the cutting edge. Initial sales are mostly perception generated. Repeat sales are mostly performance generated. Repeat customers can generate initial sales.
- I still think that APICS certification is more useful because of its recognition.
- Just one comment on your administrative technique there at Harper. As a 40-year old student, I did not much care for being treated like an 18-year old with something to hide whenever I needed to talk about enrollment or transcripts, etc. The "second notice" at the top of this page, as though this were a report or bill I owed you, is a prime example. If you want older students to appreciate the programs, train your business offices to recognize the difference and exercise some deference.

APPENDIX

- **Cover Letter**
- **Survey Instrument**

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
708-397-3000

Fall 1995

Dear Student:

The Materials/Logistics Management Program at Harper College is being evaluated this year. Part of this evaluation involves surveying students, like yourself, who have enrolled in this program.

This survey asks how you rate your education at Harper College, what benefits you received and what attracted you to the Program. Please take the time to answer the questions contained in the attached survey as completely as possible. Then return the survey in the postage paid envelope which is also enclosed. Your individual responses will remain strictly confidential and will be used only by the research team to compile an aggregate report from which recommendations for improvement can be formulated.

Thank you, in advance, for your cooperation. Only you can help us measure the effectiveness of our current programs and insure their improvement and ongoing availability to others.

Very truly yours,

John A. Lucas

John A. Lucas, Director
Office of Planning and Research

jc
Enclosures

SURVEY OF FORMER GRADUATES
of
MATERIALS/LOGISTICS MANAGEMENT PROGRAM AT HARPER COLLEGE

1- What has been your most important achievement as a result of graduating from or taking courses in the Materials/Logistics Management Program? Check (✓) one.

- ❑ A. Attained my present job
- ❑ B. Received a promotion
- ❑ C. Am prepared for a future job
- ❑ D. Achieved certification
- ❑ E. Other - Specify:_____

2- What courses were not offered in the Materials/Logistics Management Program at Harper, that if they had been offered, would have been helpful to you now?_____

3- What attracted you to enroll in the Materials/Logistics Management Program at Harper College? Check (✓) ALL that apply.

- ❑ A. Harper College literature
- ❑ B. Materials/Logistics Management brochure mailed to me.
- ❑ C. Semester schedule newsprint mailed to my home.
- ❑ D. Advertising in my professional society publication.
- ❑ E. Recommendations by friends or relatives.
- ❑ F. Recommendations by colleague or supervisor at work.
- ❑ G. Literature at work
- ❑ H. Other - Specify:_____

4- For you, what was the most effective means of instruction in Materials/Logistics Management classes at Harper? Check (✓) one.

- ❑ A. Lecture
- ❑ B. Class discussion
- ❑ C. Case studies
- ❑ D. Videos, films, etc.
- ❑ E. Other - Specify:_____

- over -

How beneficial were the various Materials/Logistics Management courses at Harper College? Check (✓) on column for each course.

COURSE	A Very Beneficial	B Beneficial	C Somewhat Beneficial	D Not Beneficial	E Did Not Take Cours
5- MAT101 - Fundamentals Materials/ Logistics Management					
6- MAT120 - Production Control Concepts					
7- MAT121 - Principles of Physical Dist.					
8- MAT122 - Inventory Control					
9- MAT123 - Traffic and Transportation					
10-MAT124 - Mat'l Handling and Packaging					
11- MAT125 - Purchasing					
12- MAT226 - Mat'l Requirements Plng.(MRP)					
13- MAT227 - Just-In-Time (JIT)					
14- MAT230 - Intern'l Mat'l/Logistics Mgmt.					
15- MAT259 - Advanced Purchasing					

16- Would you recommend that colleagues at your place of employment enroll in the Materials/Logistics Management Program at Harper College? Check (✓) one.

❑ A. Yes

❑ B. Not sure

❑ C. No -- Why not? _____

_____

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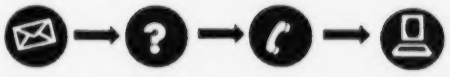

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